

ABSTRACT

This research was conducted because the Standard Operating Procedure (SOP) was not implemented so that it affected the performance of the Laundry Attendant at the Hilton Hotel Bandung. The purpose of this research is to determine and analyze the application of Standard Operating Procedures (SOP), efforts to improve performance, and determine the performance of the Laundry Attendant. This research uses a descriptive method. The results of the study explain that there are several Standard Operating Standards (SOPs) that are not carried out by the Laundry Attendant, namely that storing Uniform Staff does not match the numbers on the Uniform so that it affects staff performance. Causes the quality of the Laundry Attendant to be less good, and affects the time when delivering the uniform. So that the results of this study indicate that the application of Standard Operating Procedures (SOP) has been done well but there are some who do not carry out Standard Operating Procedures (SOP) which causes performance. And the implementation of training, briefings and evaluations every month to improve the performance of the Laundry Attendant at the Hilton Hotel Bandung. With this research, the result is a Standard Operating Procedure (SOP) and the Laundry Attendant's performance is good.

Keywords: Hilton Bandung Hotel, Standard Operating Procedure for Laundry, Laundry